

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

09-JAN-2017

MAR 2- 2017

Repository ☐

Reference No.

10943766

OWNER INFORMATION (Type or Print)

Name

Address

City

FORT MILL

State

SC

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAKE

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2T1KR32E78C

Make

VOLKSWAGEN

Model

PASSAT

Model Year

2012

Date Purchased

4-20-2012

Dealer's Name and Telephone Number

VW OF SOUTH CHARLOTTE 704-552-6500

Engine: 2.8L

No: Cylinders

Fuel Type:

GAS

Original Owner

Dealer's City

CHARLOTTE N.C 28273

State

NC

Zip Code

28273

Transmission Type

☐

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

25-JUL-2016

☐

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☒

Original Equipment

☐

Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* TAKATA RECALL. THE CONTACT OWNS A 2012 VOLKSWAGEN PASSAT. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V078000 (AIR BAGS) AND STATED THAT THE PART WAS NOT AVAILABLE WITHIN A REASONABLE TIME FRAME TO SCHEDULE THE RECALL REPAIR. THE DEALER DID NOT GIVE A SPECIFIC DATE FOR WHEN THE PART WOULD BECOME AVAILABLE. THE MANUFACTURER COULD NOT PROVIDE AN ESTIMATED DATE FOR WHEN THE CONTACT'S VEHICLE WOULD RECEIVE THE RECALL REPAIR. THE CONTACT WAS NOT EXPERIENCING A FAILURE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I HAVE BEEN IN MONTHLY CONTACT
WITH CUSTOMER SERVICE & HAVE
WRITTEN A LETTER TO VW GROUP OF AMERICA
2200 FERDINAND PORSCHE
HERNDON VA 20171
NO ANSWER?

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

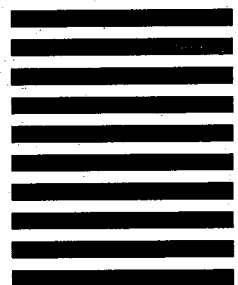
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

WASHINGTON
DC 205
14 FEB '17
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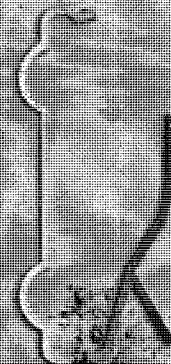
WASHINGTON, DC

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US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



NHTSA
U.S. Department of Transportation
National Highway Traffic Safety Administration